

SEPTEMBER 1, 2012 THROUGH AUGUST 31, 2014

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER CLAIMS TO CASH  
DISBURSEMENTS FOR  
AMERIGROUP LOUISIANA, INC.**



**NOVEMBER 6, 2014**





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## DEFINITIONS AND ACRONYMS

The following terms are used throughout this document:

- **Bayou Health** – The state of Louisiana’s managed care program. The Louisiana Department of Health and Hospitals (DHH) transitioned many members of the traditional Medicaid “delivery system” from fee-for-service to Bayou Health starting in February 2012.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments for a given month reported by a managed care organization (MCO) to the DHH.
- **CDJ Cumulative Reported Total** – The sum of all payments reported by an MCO to the DHH. This amount is inclusive of all amounts reported in prior months.
- **Cumulative Encounter Total** – The sum of all encounter submissions stored in the fiscal agent contractor’s (FAC) system. This amount is inclusive of all amounts submitted in prior months.
- **Cumulative Variance** – The difference between the cumulative encounter total and the CDJ cumulative reported total.
- **Department of Health and Hospitals (DHH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system (Medicaid Management Information System); Molina Medicaid Solutions (MMS) is the current FAC.
- **Managed Care Organization (MCO)** – A private organization participating in either the prepaid or shared savings plan model of the Bayou Health Plan. For the purpose of this report’s analysis, only the MCOs participating in the prepaid plan model are included in our reconciliation.

The MCOs that are part of the prepaid plan model have entered into a risk-based contractual arrangement with DHH to obtain and finance care for enrolled Medicaid or LaCHIP members. These MCOs receive a per capita or capitation claim payment from DHH for each enrolled member. Three prepaid MCOs operate in Louisiana. They are Amerigroup Louisiana, Inc. (Amerigroup or AMG), AmeriHealth Caritas Louisiana (ACLA) – formerly LaCare, and Louisiana Healthcare Connections (LHC).

The MCOs that are part of the shared savings plan model have entered into a non-risk based contractual arrangement with DHH to provide enhanced primary care case management and contracting with primary care providers for enrolled Medicaid or LaCHIP members. These MCOs receive a per member, per month (PMPM) payment from DHH for each enrolled member. Two shared savings MCOs operate in Louisiana. They are Community Health Solutions and UnitedHealthcare Community Plan.

- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Louisiana Medicaid and LaCHIP claims. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.



- **Molina Medicaid Solutions (MMS)** – State fiscal agent contractor.
- **Monthly Encounter Total** – The sum of all encounter submissions for a given month stored in the FAC's system.
- **Monthly Variance** – The difference between the monthly encounter total and the CDJ monthly reported total.

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## STUDY PURPOSE

The Department of Health and Hospitals (DHH) engaged Myers and Stauffer LC to analyze Bayou Health encounter data that has been submitted by the prepaid managed care organizations to Molina Medicaid Solutions (FAC) and complete a comparison of the encounters to cash disbursement journals provided by each prepaid MCO. For purposes of this analysis, “encounter data” are claims that have been paid by MCOs or subcontractor vendors (e.g., vision and pharmacy) to health care providers that have provided health care services to members enrolled with the MCO. Such claims are submitted to DHH via the FAC for DHH’s use in rate setting, federal reporting, management of the programs, tracking, accounting, program oversight and other ad hoc analyses.

DHH requested that, for this study, we estimate the percentage of each MCO vendor paid encounter claims that appear to be included in the FAC’s database. This analysis includes these percentages for all MCO paid claims as well as separate vision, durable medical equipment, non-emergency transportation and pharmacy vendor encounters paid during the period September 1, 2012 through August 31, 2014. We have also included the percentages for total non-vendor MCO paid encounter claims (i.e., Amerigroup fee-for-service).





Myers and Stauffer LC received an initial encounter data extract in early June 2012 from the FAC containing MCO institutional and medical encounters paid with dates of service starting February 1, 2012. Myers and Stauffer LC reviewed these encounters and requested certain changes to the encounter data extract layout and received this revised data extract on August 13, 2012. Preliminary reviews of the data resulted in additional questions for Molina to research and provide further clarification on how to treat certain issues within the data. In addition, based on feedback from Molina and DHH, claims denied by the FAC have been excluded from our analysis.

Myers and Stauffer LC has received additional encounter data extracts from the FAC utilizing the same format as the revised data extract in each of the subsequent months. The extracts received since early March 2013 have included pharmacy encounters with dates of service starting November 1, 2012. The data used for this report includes encounter claims received and accepted by the FAC and transmitted to Myers and Stauffer LC through September 30, 2014.

Initially, the FAC did not capture and store the MCO's encounter paid date information in their data warehouse. Therefore, Amerigroup was asked to provide a supplemental file containing the dates of payment. The FAC has since been capturing this information and has re-processed encounters submitted prior to this change. Myers and Stauffer LC now receives encounter paid date information as part of the monthly extracts from the FAC. Amerigroup has provided paid dates for most of the encounters either through their encounter submissions to the FAC or through the supplemental file; however, it appears that they have not submitted paid dates for all of the encounters.

Myers and Stauffer LC also requested cash disbursement journals from each MCO ranging in dates from September 1, 2012 through August 31, 2014 in a standardized monthly format. However, it was noted that the Amerigroup initial CDJ files were missing delegated vendor data. Myers and Stauffer LC requested and has since received this missing information. Myers and Stauffer LC has requested that this information be included in future CDJ submissions. In addition, each MCO was asked to provide any additional information related to their cash disbursements not reflected in the MCO encounter data.





Encounter claims from institutional, medical, and pharmacy claim types were combined on like data fields. We analyzed the line reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the MCO paid date, MCO identification number (ID) and specific vendor criteria. MCO submitted cash disbursements totals were summarized by paid date, MCO ID and specific vendor criteria to create a matching table. These matching tables were combined using common fields between the tables and were used to produce the results.

Based on criteria provided by the MCO, we identified the Amerigroup encounters as follows:

- ❖ **Univita - Durable Medical Equipment/Home Health/Infusion**
  - Patient Identification field contains a 'P' in the eighth position.
  - Patient Identification field prefix contains 'UV' in the third and fourth positions.
- ❖ **LogistiCare - Non-Emergency Transportation**
  - Patient Identification field contains 'LT' in the last two positions of the string or the last three characters begin with the string 'LT'.
  - Patient Identification field prefix contains 'LC' in the third and fourth positions.
- ❖ **Block - Vision Services**
  - Patient Identification field prefix contains 'BL' in the third and fourth positions.
  - Patient Identification field prefix contains 'EQBV' in the third through sixth positions.
- ❖ **DentaQuest/eyeQuest - Vision Services<sup>1</sup>**
  - Patient Identification field contains either a 'T' or 'M' in the eighth position.
  - Patient Identification field prefix contains 'EQ' in the third and fourth positions.
- ❖ **Caremark - Pharmacy Benefit**
  - Claim type code of '12'.
- ❖ **Amerigroup - Fee-for-Service**
  - All other plan submitted encounter claims that do not meet the listed criteria.

We have reviewed Amerigroup's disputed duplicate response files submitted to us prior to September 17, 2014. The accepted responses have been incorporated into the analysis for this month's report. Responses requiring further explanation have not been added to this report and will be resubmitted to the MCO.

<sup>1</sup> – Replaced by Block (Vision) – Effective June 1, 2013







## POTENTIAL DATA ISSUES AND ANALYSIS ASSUMPTIONS

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1. We assume that all data provided to Myers and Stauffer LC is complete and accurate.
2. This analysis only included encounter information that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are excluded from this analysis.
3. Initially, the FAC did not capture the MCO's encounter paid date information in their data warehouse. We requested a monthly supplemental file from the MCO to obtain this information. The FAC has since been capturing this information and has re-processed encounters submitted prior to this change. Myers and Stauffer LC now receives encounter paid date information as part of the monthly extracts from the FAC. For the analysis, the paid date submitted by the MCO on the encounter to the FAC, if present, was utilized first. If a paid date did not exist in the encounter data, the supplemental file paid date, if present, was used. Claims that were present in the FAC-provided encounter file, but for which a paid date was not available, either from the FAC extract or the supplemental file, were included in a separate "unallocated date" line and not included as part of the encounter reconciliation totals. However, the cash disbursements associated with these encounters may be included in the cash disbursement journal totals. Thus monthly completion percentages may be lower than expected due to these unallocated encounters. Please also note that these unallocated totals are likely to contain amounts applicable to months outside the reporting period.
4. There were instances in the supplemental paid date data files submitted by the MCO where the same claim was listed with multiple different MCO paid dates. If the paid date from the supplemental file was used, where possible we tried to determine the most likely MCO paid date by analyzing the payment information and eliminating duplicate records from earlier supplemental file submissions. If multiple dates were still present, we used the earliest paid date.
5. Voided encounter claims contained within the encounter submissions were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to this void transaction, including those without an associated adjustment claim, provided that these void transactions were included in the supplemental file. However, we were unable to assign a paid date to the void transactions excluded from the supplemental file in which there wasn't an associated adjustment claim.
6. Instances were noted where a claim's transaction type implies a specific sign valuation for the MCO paid amount (e.g., a void implies that the amount should be negative). However, the data submitted for these claims did not accurately reflect the correct sign valuation. In addition, paid amounts of certain void and backout claims did not accurately reflect the paid amount of the corresponding claim being adjusted. Where possible, these claims' MCO paid amounts were adjusted to reflect the expected sign and amount of the payment in accordance with the claim transaction type.
7. We identified potential duplicate encounter claims. We analyzed the encounter and CDJ submissions to conclude that some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement claims without a matching void. At the direction of DHH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payments from our analysis.
8. We instructed the MCOs to exclude referral fees, management fees and other non-encounter related fees in the CDJ data that is submitted to Myers and Stauffer LC.
9. Interest amounts do not appear to be included in the MCO paid amounts. We have therefore excluded the separately itemized interest expense from the CDJ totals.





10. The short run-out period of this reconciliation report may not allow sufficient time for the MCOs to resolve encounter submission issues with the FAC or to account for delayed submission response files necessary for providing the supplemental paid date data. This may result in lower completion percentages when reconciling the encounter claims to CDJ totals.
11. Low monthly completion percentages were noted for Univita's DME encounter claims for several months of this reporting period. There appears to be an issue with the CDJs and/or encounter submissions. We recommend Amerigroup work with DHH, Univita and Molina to determine the cause of the incorrect CDJs and/or encounter submissions.
12. The monthly completion percentages for LogistiCare's NET encounter claims were noted as extremely low since April 2013 due to unsubmitted encounters as well as the FAC denying a large portion of the encounter claims submitted and accepted since May 2013. We recommend Amerigroup work with DHH, LogistiCare and Molina to resolve this submission issue.
13. Unusual monthly completion percentages were noted for eyeQuest's vision encounter claims for several months of this reporting period. There appears to be an issue with the CDJs and/or dates of payment and amounts submitted to the FAC or in the supplemental paid date data. We recommend Amerigroup work with DHH, eyeQuest and Molina to determine the cause of the incorrect CDJs and/or payment information and correct these issues.
14. Low monthly completion percentages were noted for Amerigroup's FFS encounter claims for December 2012 through July 2013. A large number of voiding encounters were submitted to the FAC in July 2014. However, many of the claims submitted in July 2014 through September 2014 to replace these voided encounters were denied by Molina. We recommend Amerigroup work with DHH and Molina to identify and resolve this encounter submission issue.
15. Amerigroup's large unallocated date encounter total appears to be due to FFS encounter claim submissions in April 2014 that did not have valid paid dates. Additionally, Myers and Stauffer LC did not receive paid dates for these claims in the monthly supplemental files provided by Amerigroup. We recommend Amerigroup work with DHH and Molina to identify and resolve these encounter submission issues.
16. As was the case in previous reports, we have noted instances where Amerigroup had submitted voids that were absent from earlier reports. However, the voiding encounters have the same paid dates as the original/voided encounters and not the date the voiding transactions occurred in the CDJ. If left uncorrected, these improperly matched CDJ to encounter totals may have a significant impact on subsequent reports since the earliest months will cease to be included in the report. We will continue to work with DHH, Amerigroup and Molina to determine the best method to correct this issue and obtain the correct paid dates.
17. We were notified of a \$35,000 lump sum payment made to a provider by Amerigroup with DHH's permission due to a gross adjustment outside of the claims system. DHH informed us that these adjustments could not be submitted into the encounter data due to technical and contractual issues. To prevent this from inaccurately impacting the completion percentage, the CDJ transaction for this payment will be excluded from our analysis when it is received; however, the CDJ transaction has not been identified in the current CDJ files or it has not been submitted by Amerigroup at the time of this report.
18. Analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the MCOs, their subcontractors, DHH and the FAC have resulted in the identification of opportunities for improving the encounter reconciliation process. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.



## AMERIGROUP – ENTIRE PLAN

Amerigroup appears to have submitted approximately 93 percent of their encounter data for this period, with a cumulative monthly range between 90 percent and 96 percent. Monthly percentages exceeded 100 percent during a month of the study period due to the following conditions: 1) Certain claim voids and replacements may have been absent from the encounter data but were accounted for in the CDJ; 2) Duplicate claims may have existed in the encounter data that we were unable to identify and remove; and 3) CDJ payment dates may not have matched the payment dates that were recorded in the encounter data.

**Table 1 — Amerigroup**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
September 2012	\$23,612,896	\$22,693,719	(\$919,177)	\$23,612,896	\$22,693,719	(\$919,177)	96.10%	96.10%
October 2012	\$22,957,756	\$22,152,840	(\$804,916)	\$46,570,652	\$44,846,558	(\$1,724,094)	96.49%	96.29%
November 2012	\$25,745,372	\$25,139,054	(\$606,318)	\$72,316,024	\$69,985,612	(\$2,330,412)	97.64%	96.77%
December 2012	\$33,665,290	\$30,184,917	(\$3,480,373)	\$105,981,314	\$100,170,529	(\$5,810,784)	89.66%	94.51%
January 2013	\$32,384,675	\$28,474,713	(\$3,909,962)	\$138,365,989	\$128,645,242	(\$9,720,746)	87.92%	92.97%
February 2013	\$29,642,304	\$26,479,744	(\$3,162,560)	\$168,008,293	\$155,124,986	(\$12,883,306)	89.33%	92.33%
March 2013	\$31,683,410	\$28,939,979	(\$2,743,430)	\$199,691,702	\$184,064,966	(\$15,626,737)	91.34%	92.17%
April 2013	\$28,917,172	\$26,836,440	(\$2,080,732)	\$228,608,874	\$210,901,405	(\$17,707,469)	92.80%	92.25%
May 2013	\$28,317,515	\$23,719,339	(\$4,598,175)	\$256,926,389	\$234,620,745	(\$22,305,644)	83.76%	91.31%
June 2013	\$29,940,517	\$26,833,859	(\$3,106,659)	\$286,866,906	\$261,454,603	(\$25,412,303)	89.62%	91.14%
July 2013	\$26,407,043	\$21,838,898	(\$4,568,145)	\$313,273,949	\$283,293,501	(\$29,980,448)	82.70%	90.42%
August 2013	\$28,574,630	\$27,658,345	(\$916,285)	\$341,848,579	\$310,951,846	(\$30,896,733)	96.79%	90.96%
September 2013	\$27,056,069	\$26,506,612	(\$549,457)	\$368,904,648	\$337,458,458	(\$31,446,190)	97.96%	91.47%
October 2013	\$31,881,897	\$31,765,510	(\$116,387)	\$400,786,545	\$369,223,968	(\$31,562,577)	99.63%	92.12%
November 2013	\$29,800,055	\$28,805,131	(\$994,924)	\$430,586,600	\$398,029,098	(\$32,557,501)	96.66%	92.43%
December 2013	\$30,797,166	\$27,526,082	(\$3,271,084)	\$461,383,766	\$425,555,181	(\$35,828,585)	89.37%	92.23%
January 2014	\$32,742,604	\$31,305,314	(\$1,437,290)	\$494,126,370	\$456,860,495	(\$37,265,875)	95.61%	92.45%
February 2014	\$27,662,482	\$27,158,140	(\$504,342)	\$521,788,852	\$484,018,635	(\$37,770,217)	98.17%	92.76%
March 2014	\$29,555,757	\$28,620,587	(\$935,170)	\$551,344,609	\$512,639,222	(\$38,705,387)	96.83%	92.97%
April 2014	\$30,197,888	\$27,413,484	(\$2,784,404)	\$581,542,497	\$540,052,706	(\$41,489,791)	90.77%	92.86%
May 2014	\$29,470,310	\$29,833,498	\$363,188	\$611,012,806	\$569,886,203	(\$41,126,603)	101.23%	93.26%
June 2014	\$26,514,983	\$26,252,836	(\$262,147)	\$637,527,789	\$596,139,040	(\$41,388,749)	99.01%	93.50%
July 2014	\$25,110,091	\$25,072,600	(\$37,491)	\$662,637,880	\$621,211,639	(\$41,426,241)	99.85%	93.74%
August 2014	\$29,302,461	\$25,541,231	(\$3,761,231)	\$691,940,341	\$646,752,870	(\$45,187,471)	87.16%	93.46%

Unallocated date encounter total\* \$1,448,675

- \* These are encounters that are present in the FAC encounter extract but do not have a provided MCO paid date. The cash disbursements associated with these encounters may be included in the cash disbursement journal totals. Monthly completion percentages may be higher than indicated due to these unallocated encounters. Please also note that these unallocated totals are likely to contain amounts applicable to months outside the reporting period.



## AMERIGROUP CALCULATED VOID AND DUPLICATE SUMMARY

The calculated void and duplicate claims that have been identified through the encounter reconciliation analysis are indicated below. These claims include both potential calculated void and potential duplicate claims for which Myers and Stauffer LC has not received a response from the MCO, as well as claims for which Myers and Stauffer LC has received confirmation that the claims are calculated voids or duplicates. These claims have been removed from the encounter reconciliation totals.

**Table 2 — Amerigroup Calculated Void and Duplicate Summary**

Paid Month	Count of Encounter Claims	Total Sum (MCO Submitted Paid Amt)	Count of CV PDUP Claims	CV PDUP Amount Removed	% of CV PDUP Claim Count	% of CV PDUP Amount Removed
September 2012	248,598	\$22,726,851	580	\$33,133	0.23%	0.15%
October 2012	311,743	\$22,308,114	1,124	\$155,275	0.36%	0.70%
November 2012	417,605	\$25,193,549	603	\$54,495	0.14%	0.22%
December 2012	503,106	\$30,236,352	662	\$51,435	0.13%	0.17%
January 2013	435,510	\$28,527,308	1,079	\$52,595	0.25%	0.18%
February 2013	424,590	\$26,506,928	700	\$27,184	0.16%	0.10%
March 2013	615,121	\$28,984,845	1,304	\$44,865	0.21%	0.15%
April 2013	587,742	\$26,917,443	1,594	\$81,004	0.27%	0.30%
May 2013	583,180	\$23,775,752	811	\$56,412	0.14%	0.24%
June 2013	576,871	\$27,003,390	8,250	\$169,531	1.43%	0.63%
July 2013	408,382	\$21,890,795	2,128	\$51,897	0.52%	0.24%
August 2013	451,807	\$27,741,318	1,278	\$82,972	0.28%	0.30%
September 2013	409,729	\$26,550,405	595	\$43,793	0.15%	0.16%
October 2013	517,838	\$31,825,813	860	\$60,303	0.17%	0.19%
November 2013	447,876	\$28,817,611	189	\$12,480	0.04%	0.04%
December 2013	792,783	\$27,758,425	3,335	\$232,342	0.42%	0.84%
January 2014	588,315	\$31,369,693	1,271	\$64,379	0.22%	0.21%
February 2014	348,384	\$27,173,889	309	\$15,749	0.09%	0.06%
March 2014	658,611	\$30,689,075	32,825	\$2,068,488	4.98%	6.74%
April 2014	426,775	\$27,545,549	4,560	\$132,065	1.07%	0.48%
May 2014	389,244	\$29,880,192	600	\$46,694	0.15%	0.16%
June 2014	330,446	\$26,262,485	362	\$9,648	0.11%	0.04%
July 2014	339,252	\$25,123,691	948	\$51,091	0.28%	0.20%
August 2014	420,391	\$25,672,378	2,893	\$131,147	0.69%	0.51%
<b>TOTALS</b>	<b>11,233,899</b>	<b>\$650,481,851</b>	<b>68,860</b>	<b>\$3,728,977</b>	<b>0.61%</b>	<b>0.57%</b>

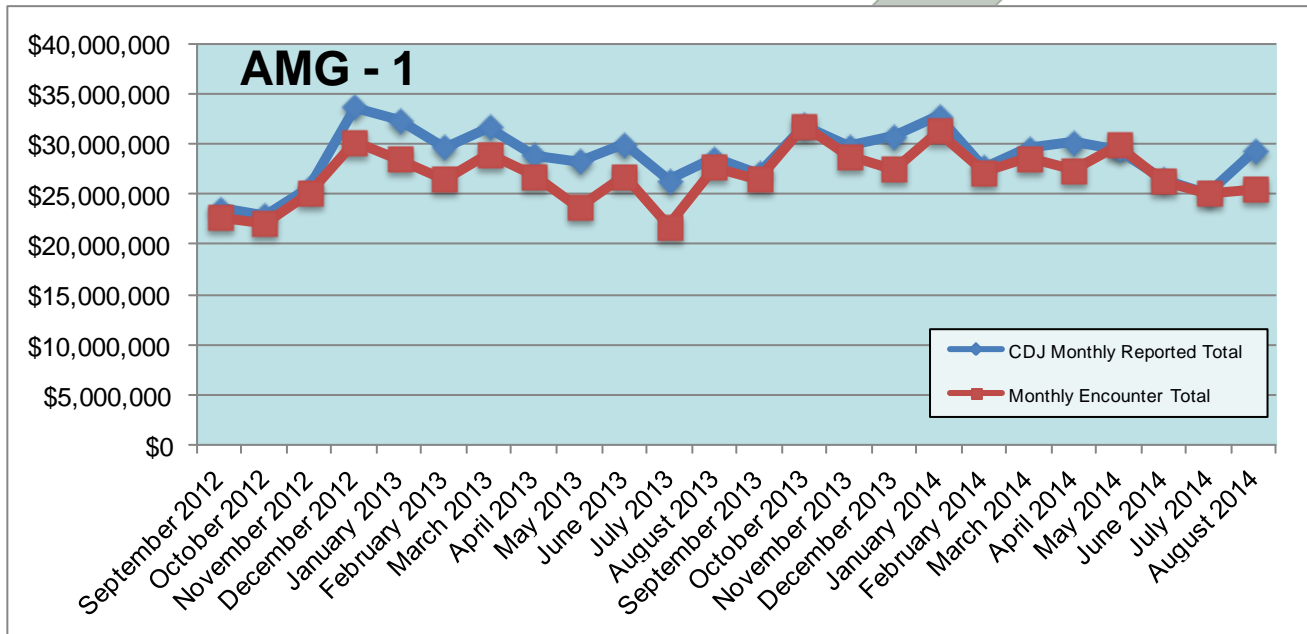
- **Count of Encounter Claims** – The number of claims processed by the FAC (excluding claims marked as denied by the FAC).
- **Total Sum (MCO Submitted Paid Amt)** – The total paid amount of claims in a month per the encounter data provided by the FAC. These amounts do not incorporate the corrections to paid amounts as explained in #6 of the Potential Data Issues and Analysis Assumptions on page 8 of this report.
- **Count of CV PDUP Claims** – The number of claims identified by Myers and Stauffer LC as potential calculated voids and duplicates as well as calculated voids and duplicates confirmed by the MCO.
- **CV PDUP Amount Removed** – The paid amount removed from the Monthly Encounter Total based on Myers and Stauffer LC's analysis of calculated void and duplicate claims.
- **% of CV PDUP Claim Count** – The percentage of CV PDUP claims out of the total number of encounter claims.
- **% of CV PDUP Amount Removed** – The percentage of paid amount removed from the total MCO submitted paid amount.



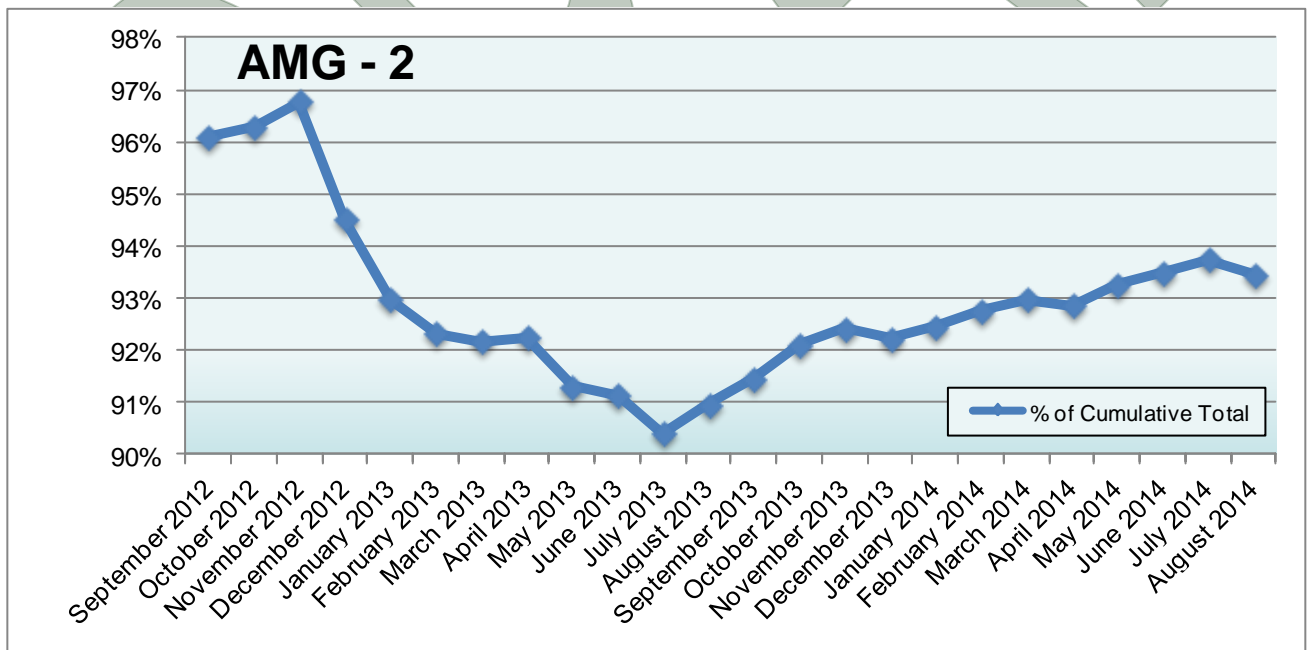


## AMERIGROUP SUMMARY REPORTING CHARTS

Amerigroup's CDJ totals and encounter totals as reported monthly.



Amerigroup's cumulative encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments.



Reported Amerigroup vendors include, or have included, Univita (Durable Medical Equipment), LogistiCare (Non-Emergency Transportation), Block (Vision), eyeQuest (Vision), and Caremark (Pharmacy).

## AMERIGROUP – UNIVITA (DURABLE MEDICAL EQUIPMENT)

Amerigroup appears to have submitted approximately 74 percent of the Univita DME services encounter data for this period, with a cumulative monthly range between 9 percent and 78 percent.

Table 3 — Amerigroup Univita (DME)

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
September 2012	\$340,695	\$33,968	(\$306,727)	\$340,695	\$33,968	(\$306,727)	9.97%	9.97%
October 2012	\$494,349	\$372,676	(\$121,673)	\$835,044	\$406,644	(\$428,401)	75.38%	48.69%
November 2012	\$321,478	\$224,138	(\$97,340)	\$1,156,522	\$630,782	(\$525,740)	69.72%	54.54%
December 2012	\$390,023	\$251,663	(\$138,360)	\$1,546,545	\$882,445	(\$664,100)	64.52%	57.05%
January 2013	\$422,464	\$334,514	(\$87,950)	\$1,969,009	\$1,216,959	(\$752,050)	79.18%	61.80%
February 2013	\$468,234	\$449,832	(\$18,403)	\$2,437,244	\$1,666,791	(\$770,453)	96.06%	68.38%
March 2013	\$451,853	\$436,367	(\$15,486)	\$2,889,096	\$2,103,158	(\$785,939)	96.57%	72.79%
April 2013	\$491,815	\$467,724	(\$24,091)	\$3,380,911	\$2,570,881	(\$810,030)	95.10%	76.04%
May 2013	\$462,124	\$384,684	(\$77,440)	\$3,843,035	\$2,955,565	(\$887,470)	83.24%	76.90%
June 2013	\$425,595	\$261,264	(\$164,331)	\$4,268,631	\$3,216,829	(\$1,051,802)	61.38%	75.35%
July 2013	\$495,333	\$167,233	(\$328,101)	\$4,763,964	\$3,384,062	(\$1,379,902)	33.76%	71.03%
August 2013	\$362,210	\$352,047	(\$10,164)	\$5,126,174	\$3,736,108	(\$1,390,066)	97.19%	72.88%
September 2013	\$375,896	\$286,858	(\$89,038)	\$5,502,070	\$4,022,966	(\$1,479,104)	76.31%	73.11%
October 2013	\$468,582	\$431,236	(\$37,346)	\$5,970,653	\$4,454,203	(\$1,516,450)	92.03%	74.60%
November 2013	\$409,291	\$400,330	(\$8,962)	\$6,379,944	\$4,854,532	(\$1,525,412)	97.81%	76.09%
December 2013	\$536,094	\$523,964	(\$12,130)	\$6,916,038	\$5,378,497	(\$1,537,541)	97.73%	77.76%
January 2014	\$386,087	\$88,898	(\$297,189)	\$7,302,125	\$5,467,395	(\$1,834,730)	23.02%	74.87%
February 2014	\$386,200	\$319,751	(\$66,449)	\$7,688,325	\$5,787,146	(\$1,901,179)	82.79%	75.27%
March 2014	\$379,809	\$367,862	(\$11,948)	\$8,068,134	\$6,155,007	(\$1,913,127)	96.85%	76.28%
April 2014	\$445,186	\$423,762	(\$21,424)	\$8,513,321	\$6,578,770	(\$1,934,551)	95.18%	77.27%
May 2014	\$377,161	\$362,551	(\$14,610)	\$8,890,482	\$6,941,321	(\$1,949,161)	96.12%	78.07%
June 2014	\$347,968	\$288,544	(\$59,424)	\$9,238,450	\$7,229,865	(\$2,008,585)	82.92%	78.25%
July 2014	\$459,471	\$130,053	(\$329,418)	\$9,697,921	\$7,359,918	(\$2,338,003)	28.30%	75.89%
August 2014	\$416,751	\$161,343	(\$255,408)	\$10,114,672	\$7,521,261	(\$2,593,411)	38.71%	74.35%



## AMERIGROUP – LOGISTICARE (NON-EMERGENCY TRANSPORTATION)

Amerigroup appears to have submitted approximately 72 percent of the LogistiCare non-emergency transportation encounter data for this period, with a cumulative monthly range between 72 percent and 100 percent. Monthly percentages exceeded 100 percent during a month of the study period due to the following conditions: 1) Certain claim voids and replacements may have been absent from the encounter data but were accounted for in the CDJ; 2) Duplicate claims may have existed in the encounter data that we were unable to identify and remove; and 3) CDJ payment dates may not have matched the payment dates that were recorded in the encounter data.

**Table 4 — Amerigroup LogistiCare (Non-Emergency Transportation)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
September 2012	\$171,242	\$174,461	\$3,219	\$171,242	\$174,461	\$3,219	101.87%	101.87%
October 2012	\$315,645	\$309,877	(\$5,768)	\$486,887	\$484,338	(\$2,549)	98.17%	99.47%
November 2012	\$237,218	\$232,695	(\$4,523)	\$724,106	\$717,033	(\$7,072)	98.09%	99.02%
December 2012	\$298,853	\$293,635	(\$5,217)	\$1,022,958	\$1,010,669	(\$12,290)	98.25%	98.79%
January 2013	\$252,323	\$247,703	(\$4,619)	\$1,275,281	\$1,258,372	(\$16,909)	98.16%	98.67%
February 2013	\$244,251	\$238,422	(\$5,828)	\$1,519,532	\$1,496,794	(\$22,737)	97.61%	98.50%
March 2013	\$241,444	\$240,832	(\$612)	\$1,760,976	\$1,737,626	(\$23,349)	99.74%	98.67%
April 2013	\$232,565	\$131,325	(\$101,240)	\$1,993,541	\$1,868,952	(\$124,589)	56.46%	93.75%
May 2013	\$309,468	\$189,198	(\$120,270)	\$2,303,009	\$2,058,150	(\$244,859)	61.13%	89.36%
June 2013	\$311,155	\$148,156	(\$162,998)	\$2,614,164	\$2,206,306	(\$407,858)	47.61%	84.39%
July 2013	\$282,801	\$201,067	(\$81,734)	\$2,896,965	\$2,407,373	(\$489,592)	71.09%	83.09%
August 2013	\$304,906	\$208,915	(\$95,991)	\$3,201,870	\$2,616,287	(\$585,583)	68.51%	81.71%
September 2013	\$266,922	\$188,572	(\$78,350)	\$3,468,792	\$2,804,860	(\$663,933)	70.64%	80.85%
October 2013	\$314,590	\$218,470	(\$96,119)	\$3,783,382	\$3,023,330	(\$760,052)	69.44%	79.91%
November 2013	\$283,832	\$167,570	(\$116,262)	\$4,067,214	\$3,190,900	(\$876,314)	59.03%	78.45%
December 2013	\$232,295	\$170,800	(\$61,495)	\$4,299,509	\$3,361,700	(\$937,809)	73.52%	78.18%
January 2014	\$268,972	\$149,083	(\$119,888)	\$4,568,480	\$3,510,783	(\$1,057,697)	55.42%	76.84%
February 2014	\$217,074	\$122,696	(\$94,379)	\$4,785,555	\$3,633,479	(\$1,152,076)	56.52%	75.92%
March 2014	\$240,586	\$138,443	(\$102,143)	\$5,026,141	\$3,771,921	(\$1,254,219)	57.54%	75.04%
April 2014	\$267,224	\$160,612	(\$106,612)	\$5,293,365	\$3,932,534	(\$1,360,831)	60.10%	74.29%
May 2014	\$285,516	\$164,682	(\$120,833)	\$5,578,881	\$4,097,216	(\$1,481,665)	57.67%	73.44%
June 2014	\$240,861	\$139,865	(\$100,997)	\$5,819,742	\$4,237,081	(\$1,582,661)	58.06%	72.80%
July 2014	\$253,487	\$170,118	(\$83,369)	\$6,073,229	\$4,407,199	(\$1,666,030)	67.11%	72.56%
August 2014	\$241,263	\$169,988	(\$71,275)	\$6,314,491	\$4,577,186	(\$1,737,305)	70.45%	72.48%



## AMERIGROUP – BLOCK (VISION SERVICES)

Amerigroup appears to have submitted approximately 97 percent of the Block vision services encounter data for this period, with a cumulative monthly range between 78 percent and 97 percent.

**Table 5 — Amerigroup Block (Vision)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
June 2013	\$64,770	\$50,727	(\$14,043)	\$64,770	\$50,727	(\$14,043)	78.31%	78.31%
July 2013	\$153,720	\$145,887	(\$7,832)	\$218,490	\$196,614	(\$21,875)	94.90%	89.98%
August 2013	\$213,882	\$213,021	(\$861)	\$432,372	\$409,635	(\$22,736)	99.59%	94.74%
September 2013	\$286,688	\$283,572	(\$3,116)	\$719,060	\$693,207	(\$25,853)	98.91%	96.40%
October 2013	\$212,981	\$211,314	(\$1,667)	\$932,041	\$904,521	(\$27,520)	99.21%	97.04%
November 2013	\$195,750	\$192,581	(\$3,169)	\$1,127,790	\$1,097,102	(\$30,688)	98.38%	97.27%
December 2013	\$168,244	\$166,606	(\$1,639)	\$1,296,035	\$1,263,708	(\$32,327)	99.02%	97.50%
January 2014	\$163,340	\$156,002	(\$7,338)	\$1,459,375	\$1,419,709	(\$39,665)	95.50%	97.28%
February 2014	\$187,770	\$182,748	(\$5,023)	\$1,647,145	\$1,602,457	(\$44,688)	97.32%	97.28%
March 2014	\$243,422	\$238,775	(\$4,647)	\$1,890,567	\$1,841,232	(\$49,335)	98.09%	97.39%
April 2014	\$171,530	\$170,347	(\$1,183)	\$2,062,097	\$2,011,579	(\$50,518)	99.31%	97.55%
May 2014	\$157,318	\$155,467	(\$1,850)	\$2,219,414	\$2,167,046	(\$52,368)	98.82%	97.64%
June 2014	\$170,591	\$169,281	(\$1,310)	\$2,390,005	\$2,336,327	(\$53,679)	99.23%	97.75%
July 2014	\$158,350	\$155,985	(\$2,365)	\$2,548,356	\$2,492,312	(\$56,044)	98.50%	97.80%
August 2014	\$256,116	\$251,458	(\$4,657)	\$2,804,472	\$2,743,770	(\$60,702)	98.18%	97.83%

## AMERIGROUP – EYEQUEST (VISION SERVICES)

Amerigroup appears to have submitted approximately 86 percent of the eyeQuest vision services encounter data for this period, with a cumulative monthly range between 86 percent and 88 percent.

**Table 6 — Amerigroup eyeQuest (Vision)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
September 2012	\$200,439	\$176,133	(\$24,306)	\$200,439	\$176,133	(\$24,306)	87.87%	87.87%
October 2012	\$304,448	\$268,482	(\$35,966)	\$504,888	\$444,615	(\$60,272)	88.18%	88.06%
November 2012	\$229,103	\$199,225	(\$29,878)	\$733,990	\$643,840	(\$90,150)	86.95%	87.71%
December 2012	\$224,493	\$196,346	(\$28,146)	\$958,483	\$840,187	(\$118,296)	87.46%	87.65%
January 2013	\$165,071	\$144,457	(\$20,614)	\$1,123,554	\$984,644	(\$138,910)	87.51%	87.63%
February 2013	\$231,823	\$204,047	(\$27,777)	\$1,355,377	\$1,188,690	(\$166,687)	88.01%	87.70%
March 2013	\$222,120	\$195,090	(\$27,030)	\$1,577,496	\$1,383,780	(\$193,716)	87.83%	87.72%
April 2013	\$270,826	\$235,451	(\$35,375)	\$1,848,323	\$1,619,231	(\$229,091)	86.93%	87.60%
May 2013	\$165,970	\$137,396	(\$28,574)	\$2,014,292	\$1,756,627	(\$257,665)	82.78%	87.20%
June 2013	\$104,950	\$87,467	(\$17,483)	\$2,119,243	\$1,844,095	(\$275,148)	83.34%	87.01%
July 2013	\$12,821	\$10,830	(\$1,991)	\$2,132,064	\$1,854,925	(\$277,139)	84.47%	87.00%
August 2013	\$5,831	\$5,295	(\$536)	\$2,137,895	\$1,860,220	(\$277,675)	90.80%	87.01%
September 2013	\$3,749	\$3,206	(\$543)	\$2,141,644	\$1,863,426	(\$278,218)	85.51%	87.00%
October 2013	\$1,480	\$0	(\$1,480)	\$2,143,124	\$1,863,426	(\$279,698)	0.00%	86.94%
November 2013	\$2,521	\$0	(\$2,521)	\$2,145,645	\$1,863,426	(\$282,219)	0.00%	86.84%
December 2013	\$1,734	\$0	(\$1,734)	\$2,147,379	\$1,863,426	(\$283,953)	0.00%	86.77%
January 2014	\$1,524	\$1,524	\$0	\$2,148,903	\$1,864,950	(\$283,953)	100.00%	86.78%
February 2014	\$120	\$110	(\$10)	\$2,149,023	\$1,865,060	(\$283,963)	91.63%	86.78%
March 2014	\$0	\$51	\$51	\$2,149,023	\$1,865,111	(\$283,912)		86.78%
April 2014	\$240	\$240	\$0	\$2,149,263	\$1,865,351	(\$283,912)	100.00%	86.79%
May 2014	\$0	\$0	\$0	\$2,149,263	\$1,865,351	(\$283,912)		86.79%
June 2014	\$0	\$103	\$103	\$2,149,263	\$1,865,454	(\$283,808)		86.79%
July 2014	\$0	\$0	\$0	\$2,149,263	\$1,865,454	(\$283,808)		86.79%
August 2014	\$0	\$0	\$0	\$2,149,263	\$1,865,454	(\$283,808)		86.79%

## AMERIGROUP – CAREMARK (PHARMACY BENEFITS)

Amerigroup appears to have submitted approximately 96 percent of the Caremark pharmacy benefit encounter data for this period, with a cumulative monthly range between 96 percent and 98 percent. Monthly percentages exceeded 100 percent during a few months of the study period due to the following conditions: 1) Certain claim voids and replacements may have been absent from the encounter data but were accounted for in the CDJ; 2) Duplicate claims may have existed in the encounter data that we were unable to identify and remove; and 3) CDJ payment dates may not have matched the payment dates that were recorded in the encounter data.

**Table 7 — Amerigroup Caremark (Pharmacy Benefits)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
November 2012	\$5,412,370	\$5,249,758	(\$162,612)	\$5,412,370	\$5,249,758	(\$162,612)	96.99%	96.99%
December 2012	\$10,185,231	\$10,057,613	(\$127,618)	\$15,597,601	\$15,307,372	(\$290,229)	98.74%	98.13%
January 2013	\$10,535,751	\$10,313,818	(\$221,934)	\$26,133,352	\$25,621,189	(\$512,163)	97.89%	98.04%
February 2013	\$8,640,851	\$8,592,940	(\$47,911)	\$34,774,203	\$34,214,129	(\$560,074)	99.44%	98.38%
March 2013	\$8,131,840	\$8,028,802	(\$103,038)	\$42,906,043	\$42,242,932	(\$663,112)	98.73%	98.45%
April 2013	\$7,970,680	\$7,926,257	(\$44,422)	\$50,876,723	\$50,169,189	(\$707,534)	99.44%	98.60%
May 2013	\$7,660,656	\$7,518,911	(\$141,745)	\$58,537,379	\$57,688,100	(\$849,279)	98.14%	98.54%
June 2013	\$6,505,989	\$6,487,642	(\$18,346)	\$65,043,368	\$64,175,743	(\$867,625)	99.71%	98.66%
July 2013	\$6,994,963	\$6,901,876	(\$93,087)	\$72,038,331	\$71,077,619	(\$960,712)	98.66%	98.66%
August 2013	\$7,387,420	\$7,155,876	(\$231,544)	\$79,425,751	\$78,233,495	(\$1,192,257)	96.86%	98.49%
September 2013	\$7,332,347	\$7,159,961	(\$172,386)	\$86,758,099	\$85,393,456	(\$1,364,643)	97.64%	98.42%
October 2013	\$7,499,515	\$7,557,835	\$58,319	\$94,257,614	\$92,951,290	(\$1,306,324)	100.77%	98.61%
November 2013	\$7,713,225	\$7,308,265	(\$404,959)	\$101,970,838	\$100,259,556	(\$1,711,283)	94.74%	98.32%
December 2013	\$8,109,427	\$8,077,413	(\$32,014)	\$110,080,266	\$108,336,968	(\$1,743,297)	99.60%	98.41%
January 2014	\$8,993,778	\$7,635,604	(\$1,358,174)	\$119,074,044	\$115,972,572	(\$3,101,472)	84.89%	97.39%
February 2014	\$7,259,247	\$7,194,319	(\$64,928)	\$126,333,291	\$123,166,891	(\$3,166,400)	99.10%	97.49%
March 2014	\$7,914,952	\$8,030,905	\$115,953	\$134,248,243	\$131,197,796	(\$3,050,447)	101.46%	97.72%
April 2014	\$8,114,461	\$6,420,620	(\$1,693,841)	\$142,362,704	\$137,618,416	(\$4,744,288)	79.12%	96.66%
May 2014	\$7,669,362	\$7,561,263	(\$108,100)	\$150,032,066	\$145,179,679	(\$4,852,387)	98.59%	96.76%
June 2014	\$6,854,606	\$6,501,645	(\$352,961)	\$156,886,672	\$151,681,324	(\$5,205,348)	94.85%	96.68%
July 2014	\$7,308,657	\$7,320,941	\$12,284	\$164,195,329	\$159,002,265	(\$5,193,064)	100.16%	96.83%
August 2014	\$7,005,607	\$6,915,383	(\$90,224)	\$171,200,936	\$165,917,647	(\$5,283,288)	98.71%	96.91%

## AMERIGROUP – FEE-FOR-SERVICE (NON-VENDOR)

Amerigroup appears to have submitted approximately 92 percent of the Amerigroup fee-for-service encounter data for this period, with a cumulative monthly range between 88 percent and 97 percent. Monthly percentages exceeded 100 percent during some months of the study period due to the following conditions: 1) Certain claim voids and replacements may have been absent from the encounter data but were accounted for in the CDJ; 2) Duplicate claims may have existed in the encounter data that we were unable to identify and remove; and 3) CDJ payment dates may not have matched the payment dates that were recorded in the encounter data.

**Table 8 — Amerigroup Fee-for-Service**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
September 2012	\$22,900,519	\$22,309,157	(\$591,363)	\$22,900,519	\$22,309,157	(\$591,363)	97.41%	97.41%
October 2012	\$21,843,313	\$21,201,804	(\$641,509)	\$44,743,832	\$43,510,961	(\$1,232,872)	97.06%	97.24%
November 2012	\$19,545,203	\$19,233,238	(\$311,966)	\$64,289,036	\$62,744,199	(\$1,544,837)	98.40%	97.59%
December 2012	\$22,566,691	\$19,385,659	(\$3,181,032)	\$86,855,726	\$82,129,858	(\$4,725,869)	85.90%	94.55%
January 2013	\$21,009,066	\$17,434,221	(\$3,574,845)	\$107,864,792	\$99,564,078	(\$8,300,714)	82.98%	92.30%
February 2013	\$20,057,144	\$16,994,503	(\$3,062,641)	\$127,921,937	\$116,558,581	(\$11,363,355)	84.73%	91.11%
March 2013	\$22,636,154	\$20,038,889	(\$2,597,265)	\$150,558,090	\$136,597,470	(\$13,960,620)	88.52%	90.72%
April 2013	\$19,951,286	\$18,075,682	(\$1,875,604)	\$170,509,377	\$154,673,152	(\$15,836,225)	90.59%	90.71%
May 2013	\$19,719,296	\$15,489,150	(\$4,230,146)	\$190,228,673	\$170,162,302	(\$20,066,371)	78.54%	89.45%
June 2013	\$22,528,058	\$19,798,601	(\$2,729,457)	\$212,756,731	\$189,960,903	(\$22,795,828)	87.88%	89.28%
July 2013	\$18,467,405	\$14,412,005	(\$4,055,400)	\$231,224,136	\$204,372,908	(\$26,851,228)	78.04%	88.38%
August 2013	\$20,300,380	\$19,723,192	(\$577,188)	\$251,524,516	\$224,096,100	(\$27,428,416)	97.15%	89.09%
September 2013	\$18,790,467	\$18,584,443	(\$206,023)	\$270,314,983	\$242,680,544	(\$27,634,439)	98.90%	89.77%
October 2013	\$23,384,749	\$23,346,654	(\$38,095)	\$293,699,732	\$266,027,198	(\$27,672,534)	99.83%	90.57%
November 2013	\$21,195,436	\$20,736,385	(\$459,051)	\$314,895,168	\$286,763,583	(\$28,131,585)	97.83%	91.06%
December 2013	\$21,749,372	\$18,587,300	(\$3,162,073)	\$336,644,540	\$305,350,882	(\$31,293,658)	85.46%	90.70%
January 2014	\$22,928,903	\$23,274,203	\$345,300	\$359,573,443	\$328,625,085	(\$30,948,358)	101.50%	91.39%
February 2014	\$19,612,070	\$19,338,516	(\$273,554)	\$379,185,513	\$347,963,602	(\$31,221,911)	98.60%	91.76%
March 2014	\$20,776,989	\$19,844,552	(\$932,437)	\$399,962,502	\$367,808,154	(\$32,154,348)	95.51%	91.96%
April 2014	\$21,199,246	\$20,237,903	(\$961,343)	\$421,161,748	\$388,046,057	(\$33,115,691)	95.46%	92.13%
May 2014	\$20,980,952	\$21,589,534	\$608,582	\$442,142,700	\$409,635,591	(\$32,507,109)	102.90%	92.64%
June 2014	\$18,900,957	\$19,153,398	\$252,442	\$461,043,657	\$428,788,989	(\$32,254,668)	101.33%	93.00%
July 2014	\$16,930,126	\$17,295,503	\$365,377	\$477,973,783	\$446,084,492	(\$31,889,291)	102.15%	93.32%
August 2014	\$21,382,725	\$18,043,059	(\$3,339,666)	\$499,356,508	\$464,127,551	(\$35,228,958)	84.38%	92.94%

Unallocated date encounter total\* \$1,448,675

- \* These are encounters that are present in the FAC encounter extract but do not have a provided MCO paid date. The cash disbursements associated with these encounters may be included in the cash disbursement journal totals. Monthly completion percentages may be higher than indicated due to these unallocated encounters. Please also note that these unallocated totals are likely to contain amounts applicable to months outside the reporting period.